



GES DAAC Evaluation of ACSI Survey Results



General Observations on EOSDIS Applicable to GES DAAC

1. Users would prefer a search tool that is easy to use, user-friendly and fast; they report EDG and WIST to be too complicated and show
2. Yet: users want “one-stop shopping” capability
3. Users want data in formats other than HDF or HDF-EOS; netCDF, ASCII, binary are regularly requested. GeoTIFF is commonly requested.
4. Users want “read” programs for Matlab, IDL, and C.
5. Users want more “full-featured” tools; exemplars cited are SeaDAS, MODIS Reprojection tool, and Giovanni.



General Observations on Documentation

- There are common requests for “better” documentation, with improved structure and more detail.
- Alternate language documentation is requested, with Spanish most common.
- There were requests for training workshops for the use of EOSDIS, tools, and data.



General Recommendations Provided by GES DISC to ESDIS

- Consider a fast, simple search interface, with fewer bells and whistles, as an alternative to WIST/ECHO. May require sacrifice of some functionality and/or search criteria.
- Establish a Reusable Best Practices Registry, with focus on those Best Practices that have a strong potential to be useful to other data centers.
- Get serious about data reformatting: share experiences, knowledge, architecture and design ideas, etc. Priority 1 should be netCDF.
- Maintain an up-to-date compendium of read software applicable to current data formats, with usable documentation for this software.



GES DAAC Specific Observations

Giovanni receives many positive comments. Examples:

- “The Giovanni tools are an excellent development of the GES DISC. I would like to see that these kind of on-line analyses and sub-setting tools will expanded in the future.”
- "The Giovanni system which I now use exclusively is brilliant for me as an individual researcher without access to corporate or university facilities.”

The latter comment indicates that Giovanni's ease-of-use likely broadens the spectrum of user skill and experience.



Requested Improvements to Giovanni

- Improve functions of Giovanni (no specifics)
- Provide quality and statistical information (number of pixels, standard deviation)
- Provide capability to download animations
- Add more Level 2 data to Giovanni
- Provide easy-to-access information on improvements and changes
- Provide examples of applications (this may also apply to geophysical data in general)
- Better phone support



Requested Improvements to GES DAAC Documentation

- Users request more details at the data product level.
- Documentation of file formats, and file format differences, is desired.
- Documentation in different formats (such as downloadable PDFs) rather than just online (HTML) pages is requested.



GES DAAC Customer Support

- The Customer Service Index is essentially stable, showing a slight increase over the past three years.
- The overall Customer Support score is slightly lower than median – this appears typical of DAACs with a wider variety of data products, and thus a broader user base, than more “focused” DAACs.
- The GES DAAC should concentrate on improved technical support through more rapid response of skilled technical personnel, along with improved product-specific documentation.
- The GES DAAC should consider compilation and categorization of technical support information to facilitate reference needs.